



<Date>
<Case Number>

Welcome to the IA Health Link Program!

The Department is seeking federal approval from the Centers for Medicare and Medicaid Services (CMS) to join most Iowa Medicaid programs together into one managed care program called IA Health Link. This new program will give you the same health coverage you know and use, but will be covered by a Managed Care Organization (MCO) that you get to choose. In order to receive federal approval, Iowa will need to demonstrate the new program is ready. If so, it will begin on January 1, 2016.

Please follow three steps below to choose a health care plan that best fits you.

Step 1

• Review

- Enclosed is information about the managed care organizations (MCOs) you may choose from. Review this information to make the best choice for you and/or your family member's health care needs.

Step 2

• Choose

- For each person listed on the back of this letter, choose the MCO that best fits their needs. Everyone does not have to have the same MCO.
- You must make a choice by your **Choice Period End Date** which is <XX-XX-XXXX>.

Step 3

• Enroll

- Phone: Call Iowa Medicaid Member Services at **1-800-338-8366** or locally in the Des Moines area at 515-256-4606.
- Mail: Return the enrollment form included in this packet using the postage paid envelope.
- Email: Iowa Medicaid Member Services at IMEMemberServices@dhs.state.ia.us.

You will find information in this packet about the four managed care organizations (MCOs) that are available for you to choose one to be your health plan:

- Amerigroup Iowa, Inc.
- UnitedHealthcare Plan of the River Valley, Inc.
- AmeriHealth Caritas Iowa, Inc.
- WellCare of Iowa, Inc.

* **PACE** (Program of All-Inclusive Care for the Elderly) is another managed care program option for members age 55 or older who live in certain Iowa counties and meet certain level of care requirements. Information about the PACE program can be found in your IA Health Link member handbook, included in this packet, on page 4.



What will happen next?

- You will receive a Confirmation of Choice Letter that tells you:
 - Your MCO choice(s) and the date when you will start with your MCO
- Ongoing MCO selection process
 - You have until the **Choice Period End Date** listed to make changes.
 - **Choice Counseling** is available by calling Iowa Medicaid Member Services.
 - **In-Person Assistance** is in your area. Find a schedule at iahealthlink.gov.
 - You have 90 days from the **Choice Period End Date** listed in this letter to change for any reason.
 - You may change your MCO choice once every 12 months. You will be notified of your annual enrollment period.
 - Changes cannot be made during the twelve-month period unless a member has Good Cause. For more information on Good Cause, please see page 8 in the IA Health Link handbook, included in this packet.

You may call Iowa Medicaid Member Services at **1-800-338-8366** or locally in the Des Moines area at 515-256-4606, Monday through Friday, from 8:00 am until 5:00 pm. You also have the choice to email questions to Member Services at IMEMemberServices@dhs.state.ia.us.

Para solicitar este documento en español, comuníquese con Servicios para Miembros al teléfono 1-800-338-8366 de 8:00 a.m. a 5:00 p.m., de lunes a viernes.

Each member listed has been given a choice assignment noted below. **If you like the already chosen assignment, you do not need to do anything. If you do not like the chosen assignment, please follow the three steps at the front of this letter to make your own choice.*

Member Name	MCO	State ID Number
<Last Name, First Name>	<MCO>	<SID>
<Last Name, First Name>	<MCO>	<SID>
<Last Name, First Name>	<MCO>	<SID>
<Last Name, First Name>	<MCO>	<SID>